

NOVEMBER

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REMEMBER: HOLIDAY MAIL CAN CAUSE DELAYS

Due to the increase in mail volume during the holiday season, your water bill could arrive later than usual. Please keep this in mind and allow extra time when remitting your payment by mail during this busy season.



WINTERIZE YOUR HOME - INSIDE AND OUT

As temperatures drop, avoid the expense and trouble of frozen water lines by keeping your pipes protected. Follow these simple precautions and easily prevent costly repairs – before the cold weather sets in and it's too late:



- If you have not already done so, shut off and drain your irrigation system. Disconnect and drain all outdoor hoses as well. For instructions on how to do this, visit the Conservation section of www.tmwa.com.
- Be sure your water meter has an insulation blanket to prevent freezing. If it's missing, call us at **834-8080, option 2**, for a replacement. Please do not replace this specially designed blanket with any other insulation, as it may cause a health hazard and not protect your pipes.
- Insulate pipes or faucets in unheated areas. If you have water pipes in an unheated garage or crawl space under the house, wrap them before temperatures plummet. Hardware or building supply stores offer appropriate pipe wrapping materials.
- Close foundation or exterior vents around the house during the cold months to help keep cold air out of crawl spaces.
- Seal off access doors, air vents and cracks. Repair broken basement windows. Cold winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Avoid plugging air vents that your furnace or water heater needs for safe operation. Keep garage doors closed if there are water supply lines in the garage.

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THE VALUE OF YOUR WATER

We actively invest in aging infrastructure to ensure that water is always there when you turn on the faucet.

- During periods of hard freezes, or when you're away from your home for an extended period of time, keep your home thermostat at a temperature that will keep your pipes from freezing, no lower than 55°F.
- Know the location of your master water shutoff valve. In many homes it's where the water line comes into your house from the street. If a pipe bursts anywhere in the house—kitchen, bath, basement or crawl space—this valve turns off all water and will save your home from damage. So, find it now and paint it a bright color or hang a tag on it. Be sure everyone in the family knows where it is and what it does.

For more tips on winterizing your home, please visit the Conservation section of www.tmwa.com, or call our Conservation Specialists at **834-8005**.

WHY IS PIPE FREEZING A PROBLEM?

Water expands as it freezes. This expansion puts tremendous pressure on whatever is containing it, including plastic and metal pipes. No matter the "strength" of a container, expanding water can cause pipes to break. Pipes that freeze most frequently are those exposed to severe cold, like outdoor hose bibs, swimming pool supply lines, water sprinkler lines and water supply pipes in unheated interior areas like basements, crawl spaces, attics, garages or kitchen cabinets. Also, pipes that run against exterior walls that have little or no insulation are subject to freezing.

Always have your plumber's telephone number handy, in the event of a broken pipe. In addition, TMWA's emergency answering service is available 24 hours a day, seven days a week at **834-8090**. A serviceman will be dispatched to perform an emergency shut off of your water service for \$25, 8 a.m. to 5 p.m. Monday through Friday, and \$50 after-hours.

DON'T WAIT UNTIL YOUR BILL IS PAST DUE - CALL TODAY TO MAKE PAYMENT ARRANGEMENTS

If you are concerned about paying your water bill on time and in full, please do not wait for the past due date and run the risk of having your water shut off. Simply call us at **834-8080, option 2**, and our customer service staff will review your account. Most customers are eligible to make payment arrangements if they are unable to pay their bill in full by the past due date. By calling TMWA before missing a payment, we may be able to help you avoid additional charges and/or interruption in service.

WHERE TO CALL

- General Inquiries: . . . 834-8080 (option 2)
- Emergency Repair: 834-8090
- Water Conservation: 834-8005
- Water Quality: 834-8118
- Water Rights: 834-8029
- Ombudsman: 848-0813

HOLIDAYS & EVENTS

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| Monday, November 12
Veterans Day Observed
(TMWA Offices Closed) | Friday, November 23
Family Day
(TMWA Offices Closed) |
| Wednesday, November 21
TMWA Board Meeting* | Wednesday, December 19
TMWA Board Meeting* |
| Thursday, November 22
Thanksgiving
(TMWA Offices Closed) | Tuesday, December 25
Christmas Day
(TMWA Offices Closed) |

*TMWA Board Meetings are held the third Wednesday of every month, but due to the holidays, please check www.tmwa.com for possible updates.

